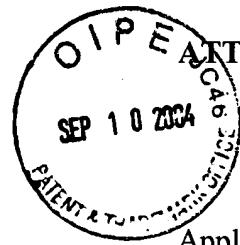


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ATTORNEY DOCKET NO. EADS 0051

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Alisdhair Campbell, *et al.*

RECEIVED

Serial No.: 09/756,471

SEP 1, 4 2004

Filed: January 8, 2001

Technology Center 2600

Title: CUSTOMER COMMUNICATION SERVICE SYSTEM

Grp./A.U.: 2645

Examiner: Chow, Ming

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313, on  
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Suprahair W.H. (Signature of the person signing the certificate)

Sir:

**AMENDMENT UNDER 37 C.F.R. § 1.111**

In response to the Examiner's Action mailed June 4, 2004, please amend the above-identified application as follows: